# KEY INFORMATION SUMMARY SHEET

## Document Scanning for Loan Sub-Servicing Files
## Invitation for Bids (IFB)
## for Community Service Providers

| | |
|---|---|
| **Procurement Officer:** | Jada Fletcher<br>(301) 429-7570<br>jada.fletcher1@maryland.gov |
| **Mailing Address:** | Department of Housing and Community Development<br>Attention: Jada Fletcher<br>7800 Harkins Road, Room 260<br>Lanham, Maryland 20706<br><br>If proposals are hand-carried, directions to DHCD are:<br>http://dhcd.maryland.gov/Pages/About/Directions.aspx |
| **Anticipated Contract Start:** | May 1, 2016 |
| **Days for Project Completion:** | Thirty (30) Calendar Days |
| **Expected Completion Date:** | May 31, 2016*<br>**Maryland state government is closed on Monday, May 30.* |

# STATEMENT OF WORK

## OVERVIEW

The awarded vendor will provide document scanning services for loan files currently housed with DHCD's contracted sub-servicer Bogman, Inc., in order that they can be transferred to DHCD's new sub-servicer, Dovenmuehle, Inc.

**DETAILED SPECIFICATIONS.** The services to be performed include document transportation, preparation, and scanning, as outlined below.

A. Document Transportation

1. All original documents will be picked up prior to scanning and delivered after scanning to the following address:

   Bogman, Inc.
   12301 Old Columbia Pike
   Silver Spring, Maryland 20904
   Attn: Mary Prator, Vice President
   (240) 482-1056

2. The estimated scanning inventory includes loan origination files in 347 banker's boxes; servicing files in 270, legal paper-size, file drawers; and insurance files in 97 letter-size file drawers.

B. Document Preparation

1. Documents are to be prepared according to the instructions listed in "Exhibit A – Servicing File Stacking Order List 2016."

2. If any documents are missing within a loan file, the Contractor must notify Bogman, Inc., within 24 hours so that the missing files can be located. If missing files cannot be located, the Contractor shall skip to the next document in the stacking order.

C. Document Scanning

1. All files shall be scanned in a .pdf format and saved with the Bogman loan number.

2. Once scanned, loan files are to be sent via FTP, portable hard drive, flash drive, or CDs to the following addresses:

   Jeanne Mullen-Archer
   Department of Housing and Community Development
   7800 Harkins Road
   Lanham, Maryland 20706
   Phone: (301) 429-7659
   Email: jeanne.mullen-archer@maryland.gov

   Lennox R. Gowie, Jr., Project Manager
   Dovenmuehle Mortgage, Inc.

1 Corporate Drive, Suite 360
Lake Zurich, Illinois 60047-8945
Attn: Transfer & Conversion Dept.
lennox.gowie@dmicorp.com
Phone: (847) 719-5737

Files for Bankruptcy and Foreclosure are to be sent to:

Dovenmuehle Mortgage, Inc.
1 Corporate Drive, Suite 360
Lake Zurich, Illinois 60047-8945
Attn: T&C – BK/FC Core Team
Phone: (847) 550-7584

Files for Collection and Loss Mitigation should be sent to:

Dovenmuehle Mortgage, Inc.
1 Corporate Drive, Suite 360
Lake Zurich, Illinois 60047-8945
Attn: T&C – Loss Mitigation Core Team
Phone: (847) 550-7584

Files for REO and Claims should be sent to:

Dovenmuehle Mortgage, Inc.
1 Corporate Drive, Suite 360
Lake Zurich, Illinois 60047-8945
Attn: T&C – REO/Claims Core Team
Phone: (847) 550-7584

**CONTRACT MANAGER**

After contract award and throughout the course of the project, the Contract Manager listed below will schedule the Contractor's work, review the Contractor's work as it is submitted, monitor the performance of the Contractor, and approve proper Contractor invoices for payment.

Jeanne Mullen-Archer
Department of Housing and Community Development
7800 Harkins Road
Lanham, MD 20706
Phone: (301) 429-7659
Email: jeanne.mullen-archer@maryland.gov

# EXHIBIT A – SERVICING FILE STACKING ORDER LIST 2016

## CFPB Required Servicing Documents
## Bulk Loan Transfers

### ELECTRONIC SERVICING FILES

- All files must contain these documents.
- Each individual loan file must be in .pdf format and saved with either the old loan number or DMI loan number.
- All files must be delivered via FTP, portable hard drive, flash drive or CD's.

### ORIGINATION/COLLATERAL DOCUMENTS

- Copy of **Recorded** Mortgage or Deed of Trust and all applicable Riders and Addendums
- Copy of **Recorded** Assignments
- Copy of signed, amended or modified Note, and any applicable Riders
- Buydown Agreement
- Master Condo Policy, if applicable
- Loan Application
- Property Appraisal
- Tax Certification Form
- Mortgagor's W-9 Form
- Flood Determination Certification
- Initial Escrow Account Disclosure Statement/Escrow Waiver
- First Payment Letter
- Closing Disclosure (Effective October 3, 2015) or Final HUD 1 Settlement Statement, if applicable
- Final Title Policy
- Legal Description (if not provided on Recorded Mortgage)
- Flood Insurance Policy Declaration Page

### REQUIRED RURAL HOUSING DOCUMENTS

- Rural Housing Guarantee Loan Note (USDA)
- Rural Housing Leverage Agreement
- Rural Housing Conditional Commitment Letter

### REQUIRED ON ALL MOBILE HOMES

- Mobile Home Rider
- Mobile Home Legal Description
- Title Policy indicating VIN and classification of home (personal property or real estate)

### ADDITIONAL DOCUMENTS, IF APPLICABLE

- VA Loan Guaranty Certificate or FHA Mortgage Insurance Certificate
- RESPA Letter
- UCC Financing Statement, if any, including attachments and last filed continuation statement for any mortgaged premises that is a cooperative housing unit

- Affidavit Regarding Manufactured (and factory built) Housing Units
- PMI Certificate

**SERVICING DOCUMENTS**

- Copies of all correspondence that has been sent to the borrowers (if on BKFA – all OLLW copies)
- Assumptions (Complete or Pending)
- Subordinations (Complete or Pending)
- Partial Releases (Complete or Pending)
- Balloon Payment Due Notice(s)
- Initial ARM Change Notice
- Subsequent ARM Rate Change Notice
- Borrower Complaint documentation

**DEFAULT DOCUMENTS**

- Notice of Default (for FHA and VA loans)
- Breach Letters (for loans 60 days or more past due)
- All completed TDR, HAMP, HARDSHIP, Step Rate, Rate Change, or Principal Curtailment Modifications
- All completed Loss Mitigation – Forbearance, Workouts, and Deed in Lieu or Short Sales
- All completed Bankruptcy and Foreclosure Documentation

  **NOTE:** All active TDR, HAMP, HARDSHIP, Step Rate, Rate Change, or Principal Curtailment Modifications, all active Loss Mitigation (Forbearance, Workouts, Deed in Lieu, or Short Sales), and all active Bankruptcy and foreclosure files are to be provided per the required document standing lists provided at Due Diligence.

**ADDITIONAL SEPARATE FILES – ALL LOANS COMBINED (SEARCHABLE .PDF FORMAT)**

- Electronic copy of all customer service comments and collections notes
- Electronic copy of 1098's for the last three (3) years
- Electronic copy of last Escrow Analysis Statements
- Electronic detailed Payment History file for at least two (2) years **(For any loan that originated as of January 10, 2014, life of loan history is required.)**

Electronic format/Imaged Copies are Preferred. Servicer must provide the media. Dovenmuehle will return any external hard-drives provided as long as return instructions are included.

**Files should be sent in such a way a tracking number can be provided when the files are sent. Files should be separated and identified with the applicable default type. The servicer loan number must be clearly identified. Packing lists must be included within each box with an electronic copy sent via email. Packing list should indicate which box number the file is in.**

Default Files must include copies of all required documents as listed below. Copies of invoices for all Corporate Advances converting are required.

**Bankruptcy**

- Payment history from the time of the bankruptcy filing
- Copy of the POC and the arrearage breakdown
- Copy of the plan
- Due dates at the time of transfer
- Loan documents
- Attorney handling file
- Copy of any stipulation agreements
- Notice of any legal action pending
- Amount of claim paid by the trustee
- Copy of reaffirmation
- Corporate advance history
- Bankruptcy notes
- Screen print or something showing key dates regarding bankruptcy
- <u>If on MSP system</u>, BNK1, BNKP, BNK3, BNKH, BNKN, NOTS, BNKC, P309, P194
- All invoices both unpaid or copies of paid invoices
- Copies of transfer letters sent to trustee advising and naming Dovenmuehle new servicer
- Copies of transfer letters sent to attorneys advising and naming Dovenmuehle new servicer
- If loan was in foreclosure prior to the bankruptcy will need the following:

    - Status of the foreclosure when bankruptcy was filed
    - Attorney who handled the foreclosure
    - All of the items in the following Foreclosure document list

**Foreclosure**

- Foreclosure notes
- Any extensions
- Any over allowables
- Copies of transfer letters sent to attorneys advising and naming Dovenmuehle new servicer
- Copies of transfer letters sent to property preservation or any other vendor advising and naming Dovenmuehle new servicer
- Loss mitigation notes
- Any loss mitigation workouts
- Buy down information
- Pending litigation notes
- All invoices both unpaid or copies of paid invoices
- Attorney handling file
- Ledger history
- Copies of loan documents
- Copies of complaint, foreclosure sale publication, judgment etc.
- Screen print or something showing key dates regarding foreclosure such as date of referral, first action date, judgment date, foreclosure sale date etc.
- <u>If on MSP System</u>, FOR1, FOR2, FOR3, P309, DLQ1, NOTS, P194, DFRI screen (if FHLMC)
- Copy of BPO or appraisal if one was done prior to transfer
- Copy of bidding instructions if they were already completed prior to transfer
- Copy of any inspections done prior to transfer
- HUD SCRA Letter

**Claims**

- Loan modifications
- Forced place insurance company/ REO insurance company
- Special forbearance agreements
- Attorney handling file
- Foreclosure notes
- Copies of transfer letters sent to attorneys advising and naming Dovenmuehle new servicer
- Copies of transfer letters sent to property preservation or any other vendor advising and naming Dovenmuehle new servicer
- Claims notes
- Bankruptcy notes
- Loss mitigation notes
- All invoices both unpaid or copies of paid invoices
- All over allowables
- HUD extensions
- Copies of all recorded deeds
- Assignments
- Mortgage
- Note
- All property preservation work
- All system notes
- Key codes
- First time vacant dates
- Secured dates, and Liens
- All final invoices (attorney, P&P, etc.)
- History of all balances or corporate advance history
- Final invoices
- All deeds (recorded)
- All foreclosure docs
- Loan guarantee certificate
- History of loan
- Title package
- Election to convey document
- If the VA claim has already been filed, we will need a copy of the Analyst sheet.
- If FNMA loan has claim been filed
- Screen print or something showing key dates regarding foreclosure such as date of referral, first action date, judgment date, foreclosure sale date etc.
- Screen print or something showing key dates regarding bankruptcy
- Screen print or something showing key dates regarding loss mitigation
- <u>If on MSP System</u>, FOR1, FOR2, FOR3, P309, DLQ1, NOTS, LMTN, BNKN, P194

**<u>3rd Party Sales</u>**

- Invoices
- History
- Payoffs

**<u>REO</u>**

- Include all information requested in the foreclosure file, bankruptcy file and claims file plus the following:
- Foreclosure Date
- MI coverage company
- REO insurance company
- Information on MI claim if filed and date if filed
- Attorney Information
- Corporate Advance History
- All invoices both unpaid or copies of paid invoices
- Copies of transfer letters sent to attorneys advising and naming DMI new Servicer
- Any new BPO or Appraisal
- FCL Deed
- Title Policy
- Is property listed
- Agent name and phone number
- **<u>REO – Cont.</u>**
- Any approved marketing packages
- Screen print or something showing key dates regarding foreclosure such as date of referral, 1st action date, judgment date, foreclosure sale date etc.
- Screen print or something showing key dates regarding Bankruptcy
- Screen print or something showing key dates regarding Loss Mitigation
- If on MSP System, FOR1, FOR2, FOR3, P309, DLQ1, NOTS, LMTN, BNKN

**<u>Property Preservation</u>**

- All prior property preservation history with pictures and invoices.
- All insurance claim documents with breakdowns that the insurance claim was filed on a vacant/abandoned property.
- Property Preservation contacts.
- Current Grass cut/Winterization list.
- Vacant Property Registration list of properties already registered. Contact to have sign registration forms if participation is elected.

**Loss Mitigation**

- Hardship letter
- Attachment "A" or other cover letters sent to the borrowers
- Financial form(s) (signed and dated)
- Pay stub(s)
- Asset Statements (three (3) months for all files, except FNMA, which is two (2) months)
- Tax Returns (two (2) years, except FNMA, who does not require them)
- Profit and loss statement for self-employed borrowers
- Divorce/child support documents, if applicable
- Client approval/denial
- PMI approval/denial
- Credit report
- Purchase Agreement, for short sales
- Estimated HUD-1, short sales

- Listing Agreement for short sales and DILs
- Pre-Approval letter, short sale only
- Earnest money check for short sales
- Appraisal/BPO
- Title search
- Repayment plan – signed and dated
- Forbearance plan – signed and dated
- Modification agreement – signed and dated
- FHA partial claim documents
- HSA documents
- Document showing the surplus income used to qualify borrower for an FHA workout.
- Short sale calculations and justifications
- DIL calculations and justifications
- Checklists of each workout
- Evidence that other workouts had been considered and written explanation as to why the particular workout was chosen.
- If on MSP system, FOR1, FOR2, FOR3 (if loan was in foreclosure), BNK1, BNKP, BNK3, BNKH, BNKN, BNKC (if loan was in bankruptcy) and LMT1, LMTN, and LMT3, NOTS, P309, DLQ1, P194 and DFRI
- Copies of loan documents
- Screen prints showing the notes on the loan
- Ledger history
- Copies of the bankruptcy plan the POC and the breakdown of the arrearages
- Any extensions to foreclosure
- Any bankruptcy proceedings that involve loss mitigation
- Subordination agreements
- Recorded documents
- Copy of any inspections done prior to transfer
- Any final attorney fees and costs
- Buy down information
- Copies of transfer letters sent to attorneys involved with the file
- Copies of transfer letters sent to the property preservation company advising and naming Dovenmuehle the new Servicer
- Pending ligation notes
- Any HUD extensions requested
- Any VA claims already filed, including a copy of the analyst sheet
- SCRA Search-Status Report Pursuant to Service Members Civil Relief Act

**HAMP Loans**

- Borrower income verification
- Evidence and documentation to verify occupancy status
- Copies of all NPV tests, including NPV model and version used, assumptions, inputs and outputs
- Title report
- Credit reports with credit scores
- BPOs or AVMs used and any approval needed to verify the confidence score of the BPOs used, if applicable
- Spreadsheet used to calculate eligibility, which includes:

    - Evidence of each step of the standard modification waterfall calculations
    - Escrow analysis and any escrow advances included
    - Calculations of the monthly mortgage payment to gross income, showing that it was above the 31% target payment
    - All items capitalized
    - The modified monthly mortgage payment to reach the 31% target payment
    - Total monthly gross debt payment calculations
    - Reasons for default
    - Evidence of all pre-qualifying questions being asked and answered
    - Determination of imminent default, if applicable, using the debt coverage ratio and cash reserve methods
    - Original mortgage information, capitalized principal balance, new modified mortgage
    - Evidence of using PITIAS and not including PMI for the 31% target payment calculations

- Signed and dated trial period plan, including any acceptable changes to the documents and cover letters (according to the Treasury, FNMA and/or FHLMC guidelines)
- Signed and recorded modification agreement, including any acceptable changes to the documents (according to the Treasury, FNMA and/or FHLMC guidelines)
- Signed and recorded subordination agreements, if applicable
- Documentation of any re-default under the HAMP, including documentation of other loss mitigation workouts that were considered
- HMDA information in the file
- Any system HMDA information
- The LMTW worksheet, if used
- Any system coding used to indicate that the HAMP has been considered and the borrowers reviewed for the program.
- Any system coding as to the outcome of the qualifying process, the success or failure of the trial period plan, the terms of both the trial period plan and the modification agreement and any re-default of the HAMP Modification.
- Copies of all papers required by state and federal law in setting up an escrow account.
- Any system coding as to the escrow analysis and the spread of the escrow shortage over five (5) years
- Any system coding as to the tracking of the incentives for the borrower, servicer and/or lender
- All reporting documentation to the Treasury, FNMA and/or FHLMC
- A copy of the Service Participation Agreement (PSA)
- Copies of the registration for HMPadmin.com and the user technology forms
- Detailed terms and requirements of any imitation HAMP programs for loans that are not FNMA or FHLMC loans and the client has not signed up with the Treasury

**<u>FHA Files Only:</u>**

- LDP Search – Limited Denial of Participation
- SAM Search – System for Award Management

**ATTACHMENT A – BID FORM**

# "Document Scanning for Loan Sub-Servicing Files"

The Bid shall contain all price information in the format specified on these pages. Complete the Bid Form only as provided in the Bid Pricing Instructions. Do not amend, alter or leave blank any items on the Bid Form. If option years are included, Bidders must submit Bids for each option year. Failure to adhere to any of these instructions may result in the bid being determined non-responsive and rejected by the Department.

| I. DELIVERABLE | II. UNIT OF MEASURE | III. ESTIMATED UNITS | IV. UNIT PRICE | V. TOTAL LINE ITEM PRICE (III * IV) |
|---|---|---|---|---|
| **A. File Preparation** | Per Hour | 1,000 | $ ______________ | $ ______________ |
| **B. File Transportation (pickup and delivery)** | Per Roundtrip (between Bogman & work site) | 6 | $ ______________ | $ ______________ |
| **C. Record Scanning / Indexing** | Per Page | 3,026,000 | $ ______________ | $ ______________ |

| | |
|---|---|
| **TOTAL BID PRICE: Column V, Line A + Line B + Line C** | $ ______________ |

**Column III represents estimates only. Actual amounts may be more or less.*

Submitted By:

Authorized Signature: ____________________________________________________________ Date: _____

Printed Name and Title: ___________________________________________________________________

Bidder Name: _________________________________________________________________________

Bidder Address: _______________________________________________________________________

FEIN: __________________________ SBR Certification #: ________________ eMM #: _____________

Bidder Contact Information: Telephone: (____) _____ – __________ Fax: (___) ____ – __________

E-mail: ______________________________________________________________________________